



Provider Interview Results

Services for Adults with a Serious Mental Illness

Provider Profile **Report Card**

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Introduction

This Hoosier Assurance Plan Provider Report Card presents information about public mental health services for consumers and their family members. The information presented in this report is intended to help the residents of Indiana choose mental health services that meet their needs.

Organizations Profiled in this Report

The Division of Mental Health (DMHA) contracted with 31 mental health service organizations to provide services to adults with Serious Mental Illness (SMI) in 2000. These organizations are called Managed Care Providers (MCP) and each received DMHA funding. Obviously, there are other mental health service agencies, but they do not receive managed care funding through DMHA. By Indiana law, all providers offer the same core set of ten mental health services. However, no two providers deliver these 10 services in exactly the same way. Therefore, the 31 profiles presented in this report are intended to capture the specific ways that each provider delivers services for adults with serious mental illness.

Consumers Profiled in this Report

This report presents information about services for adults with Serious Mental Illness.

According to the Division of Mental Health and Addictions, “seriously mentally ill” means the

- 1) individual has a mental illness diagnosis as found in the American Psychiatric Association’s Diagnostic and Statistical Manual,
- 2) individual experiences significant functional impairment in at least two of these areas:
 - a) activities of daily living, b) interpersonal functioning,
 - c) concentration, persistence and pace, d) adaptation to change;and
- 3) duration of the mental illness has been, or is expected to be, in excess of 12 months or the adult has experienced a situational trauma.

Because of the DMHA definition of *duration* of the serious mental illness, most providers focused on services provided for consumers whose mental illness persist and requires ongoing treatment for a lengthy period of the consumer’s life. Most providers did not provide details about services for consumers with a single or occasional episode of a serious mental illness.

Preparing the Report Card

This report card display the information collected during interviews conducted with each Indiana managed care provider of mental health services during the summer of 2000 and updated during telephone conversations in the spring of 2001. Interviews were conducted by a team comprised of primary and secondary consumers, a graduate social work student, and Professors Carol Hostetter and Rebecca Van Voorhis, IU social work faculty members. Assistance in developing the interview questions was provided by leaders of both Key Consumer Group and NAMI. Dr. Rebecca Van Voorhis, Associate Professor at the Indiana University School of Social Work, provided project leadership and prepared this report. She recognizes the valuable contribution of the following consumers and graduate students in completing this project: Meagan Siersma,

Mary Person, Anne Murphy, Mike Maloney, Veronica Macy, Mariann Killgo, Phyllis Hamilton, Debi Hayworth, Betty Dragoo, Stephanie Boys, and Sheila Adsit.

Information collected during the interviews has been organized into one full-page summary for each provider. Each provider had the opportunity to review a draft of their organization's summary and suggest revisions to the summary. Most revisions were incorporated into this final report.

Reading the Report Card

Each provider's profile report has been divided into the following sections:

- Distinguishing Services
- Supported Employment Program
- Non-Affiliated Psychiatrist
- Serious Mental Illness and Addictions
- Services for Families of Consumers
- Consumer Feedback
- Treatment Teams

Distinguishing Services

This major section of each provider's profile report is based on information that was provided about the organization's services. Particular attention was given to responses where they were asked to describe "the major programs or services that your organization offers for people with serious mental illness," and "2 or 3 things that you believe make your organization stand out as a provider of services for persons with serious mental illness."

Supported Employment Program

Many consumers with serious mental health problems need supportive services to prepare for employment, be assisted to obtain jobs in settings where they can succeed, and be supported after beginning a job to manage their own needs within the expectations of their workplace.

Information in this section was provided in response to interview questions asking providers to describe their supported employment programs.

Non-Affiliated Psychiatrist

Although many consumers are treated by the provider's staff psychiatrists, sometimes consumers already have been receiving care from a psychiatrist who is not affiliated with the provider.

Information in this section was provided in response to interview questions that asked providers whether consumers could continue being treated by a psychiatrist that is not affiliated with the provider, and if so, whether there are restrictions on the provider's services for a consumer with a private psychiatrist.

Serious Mental Illness and Addictions

Because some consumers with a primary diagnosis of a serious mental illness also have an addiction as a secondary diagnosis, it is important to know what services are available for consumers with a dual diagnosis. Information in this section was obtained through an interview

question that asked providers to “describe the kinds of services that your organization provides for those with a serious mental illness who also have a chemical addiction.”

Services for Families of Consumers

Because serious mental illness often affects not only the primary consumer but also the consumer’s family, this section of the profile presents information about education, treatment, and support services offered for families. Providers often pointed out that involvement of family members is at the discretion of the primary consumer. Information in this section includes a specific line item reporting whether the provider offers a group for family members and if so, a description of the family group is included.

Consumer Feedback

With the growing awareness in the business world of the importance of consumer satisfaction, it is important that mental health providers strive to find out how consumers regard the mental health services that they receive. Information in this section reports what consumer satisfaction survey is used by the provider, how often consumers are surveyed, who reviews the survey results, and offers an example of an organizational change that was made in response to consumer feedback.

Treatment Teams

This section provides information describing how the provider uses treatment teams in delivering services. Interview questions asked for information about the disciplines represented on a treatment team, the role of the team, team leadership, the frequency of treatment team meetings, and use of teams for assertive case management.

Information Pertaining to All Providers

Information was also collected during the interviews about 1)consumer-complaint procedures and 2)transportation services for consumers. Results have not been reported in each provider’s profile because few differences were found among providers in these two areas. Instead a description of the information that applies to all providers about 1)consumer complaints and 2)transportation services is reported in the next two sections.

Consumer Complaints

All providers described very similar procedures for filing and resolving consumer complaints. Providers reported that consumers usually receive information during the initial appointment that describes how to file a written complaint with the provider as well as giving the consumer the Division of Mental Health’s consumer hotline telephone number. Every provider reported that when a complaint is filed, staff responds immediately and seeks to resolve the complaint within 24 to 48 hours. Written records of complaints and their resolution are kept by all providers. When asked to describe “the last 2 complaints that have been filed and resolved” providers overwhelmingly described billing issues or consumer dissatisfaction with a specific staff member. Billing complaints generally resulted in the contested fee being ‘written off’ by the provider. Complaints about a specific staff member were usually resolved by meetings among the consumer, the staff member, and the staff member’s immediate supervisor to address the consumer’s complaint. Providers reported that some consumer complaints can best be resolved

by transferring the consumer to a different staff member and this is done as long as this is appropriate for the consumer's treatment.

Transportation Services

Transportation services help consumers who do not drive or do not have access to a car or public transportation to be able to receive mental health treatment. Each provider was asked several questions about transportation services for consumers. All providers offer transportation to consumers, usually through a 'fleet' of vans. Typically, van transportation was provided for consumers in a specific program, such as day treatment or the clubhouse. All providers also sometimes assist individual consumers with transportation to appointments in the community. Transportation for an individual consumer is usually provided by the consumer's case manager using the case manager's car. Many providers also discussed the importance of helping consumers develop their skill in being able to secure transportation and arrange to get places on their own rather than always depending on the provider's transportation services.

Disclaimer

All information in each provider's profile was collected from members of the provider's staff who usually were staff with administrative responsibilities for programs and services. No information presented about providers was collected from consumers or their families. While consumers from KEY consumer group and family members from NAMI participated in developing the questions used in the provider interviews and were represented on the interview team, none of the information in this report has been validated with data collected from consumers about the quality of the provider's services. Furthermore, the presence of members of KEY and NAMI in the data collection process for this report does not constitute an endorsement of any provider.

Adult and Child Mental Health Center
8320 Madison Avenue
Indianapolis, IN 46227
317-882-5122
CEO Robert Dunbar

Distinguishing Services

Adult and Child have been developing their use of PACT (Program for Assertive Community Treatment) as the primary treatment approach to maintain consumers outside group homes and hospitals in the community. PACT teams are self-contained which increases flexibility in services and puts the decisions with those delivering the services. Each consumer is assigned to the team which preserves continuity for consumers because when a team member leaves there are other members who have worked with the consumer. PACT teams are also preventing crises by maintaining frequent contact with consumers and treating problems when they begin. To maintain consumers in the community, medication can be administered by the team at the consumer's home. Adult & Child partners with Eastside Community Investments to provide housing and mental health/addictions services for 22 homeless mothers and their children. Pathways is a consumer-run clubhouse that includes work components such as clerical, snack bar, and greenhouse. Members make the policies and procedures, and meet daily to make work assignments to operate Pathways. Pathways is also helping consumers to use computers to access information and resources.

Supported Employment Program

Job Links provides supported employment experiences for consumers. Every PACT team includes an employment specialist who helps consumers find jobs in the community rather than be placed in sheltered workshops. The Pathways clubhouse also offers work experience for consumers that prepares them for employment in the community.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist that is not affiliated with ACMHC can receive services. This can disrupt the work of the PACT team unless there is a clear agreement with the outside psychiatrist that permits team input.

Serious Mental Illness and Addictions

To address the needs of consumers with both a serious mental illness and an addiction, one team includes an addictions specialist. There are also 2 groups that meet twice a week for consumers with SMI and an addiction.

Services for Families of Consumers

Adult and Child regards their partnership with families as one of the strengths of their program. Families are an important part of decision-making about treatment and are included when the consumer lives at home or issues pertain to the family. The Pathways Clubhouse offers a Family Resource Program to aid families in understanding their relative's illness and recovery. NAMI offers its 12-week "Family-to-Family" program at ACMHC and staff encourage families to participate in the regular monthly meetings which NAMI holds at ACMHC.

Family Group is not provided by ACMHC because few family members attended the Family Education Program, which ACMHC used to offer.

Consumer Feedback

For two weeks each quarter, ACMHC distributes the MHCA client satisfaction survey to all consumers receiving services. Survey responses are reviewed by the Director of Quality Improvement. ACMHC also has a Consumer Advisory Board that meets monthly to address issues of importance to consumers. Last year they set up a Schizophrenics Anonymous group in response to consumers' interest.

Treatment Teams

Those consumers who need the most intensive services are assigned to PACT teams that include case managers, an employment specialist, and a full-time nurse. These teams are fully integrated, not divided by discipline, and have staff on duty both day and evening. During the remaining hours, each team also has a case manager on call so that a consumer can always reach someone on her/his team. The team meets at the beginning of each day and has daily contact with each consumer. The psychiatrist meets weekly with each team. In addition to PACT teams, consumers with fewer needs are assigned to teams that have fewer staff members.

BehaviorCorp
697 Pro-Med Lane
Carmel, IN 46032-5323
317-574-1252
CEO Larry Burch

Distinguishing Services

BehaviorCorp offers such traditional services as individual and group outpatient therapy, clubhouse, case management, group homes and cluster apartments. The clubhouse is consumer-run and offers a canteen, thrift shop, and social activities which consumers plan. BehaviorCorp also provides an array of mental health services for deaf people, including a group home for deaf consumers. Services are provided through STEPS for those with both mental retardation and serious mental illness. In the past year, BehaviorCorp increased services for consumers in the STEPS program and began helping a Midtown team to serve this population. BehaviorCorp has a unique partnership with Lilly that includes a BehaviorCorp lab that administers and monitors medication for consumers taking Clozeril and involves interaction between Lilly sales reps and consumers to help the drug reps understand the effects of medications that consumers experience. BehaviorCorp also has a “mobile med” team that goes to consumers with acute needs to administer medications. In the past year, BehaviorCorp moved case managers out of the office and assigned one case manager to each group home or cluster apartment. BehaviorCorp offers a diversion program with the Marion County prosecutor to provide treatment instead of incarceration.

Supported Employment Program

An employment specialist is assigned to each community support team, as well as assisting consumers receiving addictions or deaf services. Employment specialists seek mainstream work for consumers and provide job support following placement in the workforce. BehaviorCorp receives funding for its employment services from Vocational Rehabilitation and is CARF certified.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with BehaviorCorp can receive all services except a change in medication.

Serious Mental Illness and Addictions

BehaviorCorp offers an outpatient treatment group at their Carmel office for consumers with both a serious mental illness and an addiction. The group meets twice a week for 90 minutes. Consumers needing inpatient treatment receive care at Fairbanks Hospital through a joint program with BehaviorCorp.

Services for Families of Consumers

BehaviorCorp reports that families are almost always present during the consumer’s intake and are involved in the ongoing treatment as long as the consumer tolerates. This was described as “a tight rope to balance family needs with consumers’ wants.” Families are offered information about serious mental illness and services that are available to them.

Family Group is not provided by BehaviorCorp. Staff strive to intentionally make linkage efforts with NAMI.

Consumer Feedback

Each continuing client receives a quarterly survey, and about 20 percent of the consumers completed and returned the survey last year. BehaviorCorp is planning to add a survey to be completed after the consumer finishes treatment. Data from the surveys are reviewed by the Associate Director for Clinical Programs, the Executive Committee, and the Quality Improvement Committee. They look for themes in the survey data and modified several policies last year due to consumer feedback, including prohibiting animals in staff offices, restricting use of food from outside sources, and revising procedures for staff to enter deaf consumers’ apartments.

Treatment Teams

BehaviorCorp has a therapist, two case managers and an employment specialist on each Community Support team. There are four teams for consumers with serious mental illness and one team for consumers in the STEPS program. Teams typically meet 2-3 times per week and each consumer is assigned to an individual team member, not to the team. A nurse is readily available to all teams and the psychiatrist usually attends team meetings once a week.

**The Bowen Center
850 North Harrison Street
Warsaw, IN 46581
219-267-7169
CEO Kurt Carlson**

Distinguishing Services

The Bowen Center provides inpatient care and several traditional outpatient services including individual outpatient counseling and intensive outpatient group therapy for persons with SMI. Mental health services are provided to two nursing homes. Some specialized treatment groups are also offered, including an intensive outpatient geriatric group and a group for those with both SMI and mental retardation or developmental disability. Residential services include a group home and supervised apartment units. Case management provides services to maintain clients in the community.

Supported Employment Program

Bowen Center discontinued their contract with Vocational Rehabilitation for supported employment services last year due to the cost of this service. However, Bowen does offer a pre-vocational group for clients with SMI that addresses work-related issues and social skills. Case managers also help clients with SMI to resolve problems at work.

Non-Affiliated Psychiatrist

Bowen Center permits clients under the care of a psychiatrist who is not affiliated with Bowen Center to receive any of the services that the Center offers. The Center reports that they have many clients under the care of an outside psychiatrist.

Serious Mental Illness and Addictions

After a two-week period of abstinence, an addictions specialist treats individual clients who have both a serious mental illness and an addiction. Clients receive education about both issues and the interaction of an addiction with SMI as well as the need for medication compliance. Last year, Bowen Center's Plymouth office added a dual diagnosis group that meets twice a week for two hours.

Services for Families of Consumers

Bowen Center reported that about 40 percent of the time there is family still involved with the consumer, but often the family does not want to be involved in treatment. When families are available, they are seen as "other staff members" because they have such an effect on the client and can provide good information and do intervention with the consumer. Families are given information to help them understand SMI and help their relative achieve self-sufficiency.

Bowen Center does not provide Family Group, but they report encouraging families to join the NAMI group.

Consumer Feedback

Each consumer that is currently receiving services receives the "Client Writes" survey once a quarter. Those receiving inpatient care receive the consumer survey at discharge. Survey results are reviewed by managers, staff committees, and the board. Low scores are addressed by a task group. Last year, in response to feedback, staff began conducting monthly community education programs on topics, such as mental health diagnoses, emergency detention, and suicide.

Treatment Teams

Multidisciplinary teams include those staff who are involved in the consumer's treatment and meet as needed to manage the consumer's care. The treatment plan is developed by the staff person providing the most intense services and includes input from other staff. In addition to team meetings, the psychiatrist leads weekly staffing for discussion of cases.

Center for Behavioral Health
645 South Rogers
Bloomington, IN 47403
812-339-1691
CEO Dr. Dennis Morrison

Distinguishing Services

The Center for Behavioral Health provides outpatient counseling in Bedford, Bloomington, Martinsville, Mooresville, and Spencer. CBH is proud of their use of scientifically proven treatments for conditions, such as depression, phobias, and anxiety disorders. Inpatient treatment is provided at Bloomington Hospital where CBH psychiatrists have admitting privileges and coordinate the transition from inpatient to outpatient treatment at CBH. Many consumers with serious and persistent mental illness participate in the partial hospitalization program (PHP), called "Horizons." Horizons offers treatment activities, such as psychoeducational groups and social activities, 7 days a week. Treatment activities are mostly scheduled in the mornings. The medication clinic is also part of Horizons. Case managers coordinate services, advocate for clients, and make sure that the treatment plan is carried out so that basic living and health needs are met for those with serious and persistent mental illness. Residential services include continuously supervised group homes and semi-independent living units. Transitional services are provided at a subacute group home that has its own PHP. This subacute program provides a short residential stay to help stabilize those with serious and persistent mental illness and prevent hospitalization.

Supported Employment Program

Through a contract with Vocational Rehabilitation, CBH offers employment services to assist consumers in preparing and looking for work. Job coaching is offered to consumers after they begin working to help them succeed on the job.

Non-Affiliated Psychiatrist

If a consumer is receiving care from a psychiatrist that is not affiliated with CBH, it is difficult to provide services because it is hard to coordinate treatment with an outside psychiatrist. It is particularly difficult to provide residential services unless treatment is provided by a CBH psychiatrist.

Serious Mental Illness and Addictions

CBH offers a group within the partial hospitalization program for consumers with both a serious mental illness and an addiction. The group meets 6 days a week for an hour a day.

Services for Families of Consumers

Case managers invite clients' spouses and families to participate in treatment, but it is up to the client whether to include their family in treatment.

Family group is not provided by CBH because they believe that it is better to have NAMI offer a family support group at another location.

Consumer Feedback

Once a quarter, CBH mails out a consumer satisfaction survey to each consumer that began treatment on the date selected for administering the survey. Last year about 10 percent of those receiving the survey completed and returned it. Survey responses are reviewed by the CBH Director of Research and the program managers who show the survey results to their staff.

Treatment Teams

Staff who work with consumers that have serious and persistent mental illness meet together weekly for a clinical staffing that is led by a psychiatrist. Clinical staffing include 11 case managers, a psychologist, social workers, and staff from the partial hospitalization program. Staff are also divided into ACT (Assertive Community Treatment) teams. In addition to participating in the weekly clinical staffing, each ACT team meets weekly with the psychiatrist to review cases and discuss treatment plans. ACT teams include case managers, licensed clinicians, nurses, a psychiatrist, and vocational counselors. ACT team members are familiar with all cases, not just their own caseload, and fill in for other team members at times when they are not working.

**The Center for Mental Health
1100 Broadway
Anderson, IN 46012
317-649-8161
CEO Richard DeHaven**

Distinguishing Services

In addition to offering a clubhouse and vocational services, case management staff provide community-based services to consumers. The clubhouse program provides traditional opportunities, such as food service and a thrift store, for consumers. The Center for Mental Health (CMH) offers residential services, including group homes, a supervised apartment building, and semi-independent living housing. One of the group homes provides long-term housing for consumers who require a structured living environment. CMH also has a GRIP case management team that makes frequent contact, including evenings and weekends, with consumers who require intensive services to maintain medication compliance and carry out daily activities while living on their own in the community. This intensive case management makes it possible for consumers with serious and persistent mental illness to live successfully in the community outside of group homes. Through a DMHA grant they provide treatment to homeless consumers with SMI and link them to other services, such as medical care or entitlements. Because of their residential programs and community-based case management, CMH reported that few of their consumers required state hospitalization last year.

Supported Employment Program

Through a contract with Vocational Rehabilitation, consumers can participate in a supported employment program. CMH reported that this program successfully places many consumers in community jobs. In addition to the supported employment program, consumers build work skills in the Clubhouse activities.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with CMH may receive all services that CMH offers to people with SMI.

Serious Mental Illness and Addictions

Consumers with both a serious mental illness and an addiction participate in an intensive outpatient program that offers recovery and relapse groups for those with a dual diagnosis. CMH also has a group home for consumers with both diagnoses who are unable to live independently in the community.

Services for Families of Consumers

CMH reported that family members almost always participate during the intake and assessment of the consumer. Depending on the situation, family members may participate in family therapy or the case manager may work with the family in the home if the consumer resides with them.

Family Group is not offered by CMH although they do refer families to the local NAMI group for support and education about serious mental illness.

Consumer Feedback

Once each quarter, each consumer receives the “Client Writes” survey and CMH reports a 45% rate of return. The survey results are reviewed by managers and the CMH Quality Council. They are also posted for consumers to read. Consumer feedback last year led CMH to improve the confidentiality of medications that are dispensed.

Treatment Teams

Most consumers are assigned to an interdisciplinary Continuous Treatment Team that meets twice a week to review treatment plans and coordinate care. Team members include a psychiatrist, RN, therapists, case managers, and employment specialists. The Gradual Reintegration Program team participates in the Continuous Treatment Team meetings and provides an extension of the Continuous Treatment Team for about a third of the consumers with serious and persistent mental illness. Consumers assigned to the GRIP team require intensive case management to maintain their medication compliance and carry out daily activities while living on their own in the community. The Center for Mental Health reported that the GRIP team has been successful in keeping nearly all consumers from having to move to a more restrictive setting such as group living or a State psychiatric facility.

Community Mental Health Center
285 Bielby Road
Lawrenceburg IN 47025
812-537-1302
CEO Joseph Stephens

Distinguishing Services

CMHC provides an inpatient unit in Lawrenceburg to stabilize those with an acute episode. For consumers requiring ongoing treatment, services are provided through the Community Support Program (CSP) using the community-based treatment approach known as the Program for Assertive Community Treatment (PACT). To prevent repeated hospitalizations, the PACT model offers intense services that can include multiple contacts each week with the consumer. Such service permits consumers to stay out of the hospital and remain at home and in the community. CSP also offers more traditional mental health services such as day treatment and transitional living units for those leaving the state hospital. During the past year the number of transitional living units in Lawrenceburg was expanded from 12 to 15, and the day treatment program was expanded from 3 days per week to 4 days per week in Lawrenceburg and CMHC added a day treatment program in Vevay. A day treatment program is also provided every other Saturday for those with both mental retardation and a serious mental illness.

Supported Employment Program

During the past year, CMHC reactivated their employment program. Through a contract with Vocational Rehabilitation, CMHC employment specialists work with area employers to secure jobs for consumers. Consumers are matched with employers and receive job coaching from the employment specialist after being placed.

Non-Affiliated Psychiatrist

Consumers can be followed by a psychiatrist that is not affiliated with CMHC while they receive CMHC services.

Serious Mental Illness and Addictions

Weekly substance abuse meetings are led by an addictions specialist for those with a serious mental illness and an addiction. The goal of this psychoeducational group is to build positive peer support and engage consumers in positive activities.

Services for Families of Consumers

Families almost always participate during an intake for the inpatient unit. Family involvement in ongoing treatment is dependent on the consumer's consent and the relevancy of the treatment process for the family. Home visits by members of the PACT team may include the rest of the family when the consumer resides with them.

Family Group is not provided by CMHC although they do provide meeting space for NAMI and have staff involved with the NAMI group.

Consumer Feedback

CMHC has a Citizens' Advisory Council that is made up mostly of consumers and provides input on CMHC policies and programs for persons with serious mental illness. The Citizens' Council has also advocated in the community for services, such as public transportation, and they seek to decrease community stigma through public education. At discharge from the inpatient unit, each person completes CMHC's satisfaction survey. On the first day of each month, clients receiving services from Community Support Services' and those receiving outpatient services receive a CMHC satisfaction survey. Survey responses are analyzed by the Director of Performance Measures and reviewed by the "Improving Organizational Performance" group and the Leadership group in each of the 3 divisions. Last year, consumer feedback led to an increase in the number of smoke breaks allowed for consumers on the inpatient unit.

Treatment Teams

CMHC has 3 teams that include a therapist, case managers, nurse, and others involved with specific clients. The South team meets daily and the North team meets 3-5 times per week. The psychiatrist meets with the team on the day he sees clients. Team members have had training in the PACT model and use this community-based approach in their work with persons with SMI.

Comprehensive Mental Health Services
240 N. Tillotson Avenue
Muncie, IN 47304
765-288-1928
CEO Dr. Suzanne Gresham

Distinguishing Services

Through its Homeless Project and the use of Assertive Case Management for continuing clients, CMHS works very hard to secure resources in the community to meet consumers' needs and actively works with consumers to remove barriers to receiving entitlements such as Social Security Disability. They also offer more traditional programs, such as their Community Support Program, which is available in Muncie, New Castle, and Portland. Consumers with acute mental health needs are provided inpatient care at a hospital in Muncie. Through a homeless grant, they operate a daytime Drop-in Center in Muncie for consumers who are homeless or at risk of homelessness. Residential services are provided at group homes in Muncie and New Castle, in supervised apartment units, and through a semi-independent living program. A subacute stabilization program provides intensive treatment services in a group home. The subacute program serves as an alternative to hospitalization and has a 45-day maximum length of stay.

Supported Employment Program

With funding support from Vocational Rehabilitation, CMHS offers supported employment services that include job placement, job coaching, and follow along services after consumers are placed in jobs.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with CMHS can receive services as long as the psychiatrist works with CMHS staff to coordinate services.

Serious Mental Illness and Addictions

CMHS offers an outpatient treatment group for consumers with both a serious mental illness and an addiction. The group meets twice a week and is co-led by an addictions counselor and a mental health staff member from the Community Support Program.

Services for Families of Consumers

For consumers who live with their parents, the family will be involved in their ongoing treatment if the consumer wants them included.

Family Group is not provided by CMHS. They have offered family support groups but have never had enough response to sustain the group.

Consumer Feedback

Twice a year CMHS conducts a satisfaction survey with all consumers. Survey data are reviewed by the Performance Improvement Director and executive staff to identify changes that would improve service. Consumer feedback is also solicited twice a year from participants in the Community Support Programs for the purpose of re-designing program content and activities.

Treatment Teams

CMHS operates two Assertive Community Treatment teams that include case managers, group home workers, nurses, and social workers. Direct contact with clients is provided by the "case coordinator" who can involve other team members in providing services. CMHS reports that teams are very persistent in their contact with clients to ensure that consumers remain in the community. Half of both teams meet each week, and teams are supervised by the psychiatrist.

Cummins Mental Health Center
6655 East U. S. 36
Avon, IN 46123
317-272-3330
CEO Ann Borders

Distinguishing Services

Cummins believes that their strengths-based approach to assessment and treatment distinguishes such traditional services as outpatient counseling, partial hospitalization, medication management, group homes, and semi-independent living residences. Their flexible case management is seen as providing continuous access to the services needed to ensure full community integration for each consumer. Clubhouse programs are offered in Hendricks and Putnam Counties and focus on vocational services with employment being seen as a priority. Both Clubhouses offer consumers preparatory work experience in the typical areas of food service, thrift shop, and clerical work. Cummins claims the lowest rate of consumers placed in state hospitals and notes that a staff liaison works with the judicial system to ensure that consumers receive treatment and not incarceration. The *Consumer Awards Banquet* that was instituted during 1999 to recognize consumer achievements distinguishes Cummins as a provider that celebrates their consumers' accomplishments. Cummins is also somewhat unusual as a provider that has a Consumer Advisory Board that has direct representation on the Board of Directors and reviews the agency's strategic plan, annual plans, and policies with particular attention to the needs and rights of consumers.

Supported Employment Program

During the intake process, consumers are assessed and referred to its internal employment services program and to Vocational Rehabilitation for job training, job placement, and job coaching. Vocational services are integrated into the 2 Clubhouse locations, computers are available to conduct online job searches and prepare resumes, and some consumers who participate in the Clubhouse programs also work full or part-time.

Non-Affiliated Psychiatrist

Consumers can be under the care of a psychiatrist who is not affiliated with Cummins and still receive all services offered by Cummins.

Serious Mental Illness and Addictions

Given the prevalence of addictions among consumers with mental illness diagnoses, all consumers are assessed and reassessed for risk behavior and use of substances. Addictions therapists are represented on treatment teams to ensure quality of care through group and individual treatment, relapse prevention services, and linkages with community resources.

Services for Families of Consumers

Cummins reports that family involvement in treatment and repair of family ties is strongly encouraged for those consumers who have consented to have their families involved. Case managers work with families to facilitate community living, and Cummins offers family education about mental illness to individual families.

Family Group has not been implemented because there has been minimal family interest.

Consumer Feedback

Two times per year, each consumer is given the opportunity to respond to the "Client Writes" survey and Cummins reports a 40 percent rate of return. Additionally, an annual community needs assessment survey is sent to consumers, family members, and community stakeholders. The results of both surveys are reviewed by all staff and represent the basis for local and organization-wide planning and performance improvement initiatives. A recent change that occurred due to feedback from a focus group was a revised billing form.

Treatment Teams

Cummins' staff collaborate and communicate across disciplines, such as nursing, psychiatry, psychology, and social work, to provide services that meet consumer needs. Each consumer has a primary staff person assigned to provide services with the support of other team members who are familiar with the consumer. Teams are traditionally structured with psychiatrists providing team leadership and clinical supervision. Psychiatrists actively support rehabilitation, including evidence-based practices, such as assertive community treatment, family psychoeducation, medication, illness self-management, supported employment, and integrated chemical dependency treatment.

Dunn Mental Health Center
809 Dillon Drive
Richmond, IN 47374
765-983-8000
CEO Richard Edwards

Distinguishing Services

Dunn offers traditional outpatient services through its Community Support Program, such as structured day treatment, individual and group treatment, social club, and skill training. Residential services include group homes, apartment clusters for semi-independent living, and homes with families that are not related to the consumer. The apartment cluster in Wayne County is staffed in the evening and on weekends. On the weekends, staff supervise medications and the preparation of a daily meal. Dunn also has a sub-acute unit in Richmond that provides medically supervised short-term (30-45 days) residential care to help the consumer get medically stabilized and able to resume independent living. This unit has 24-hour staffing and offers a partial hospitalization program during the day. The sub-acute unit provides an alternative to hospitalization for many consumers and also supports consumers to transition from the state hospital back into community living. Case management follows a strengths-based approach, and case managers provide the intensity of contact and services that best matches the consumer's need.

Supported Employment Program

No supported employment program is offered.

Non-Affiliated Psychiatrist

Consumers could be under the care of a psychiatrist who is not affiliated with Dunn and still receive all services offered by Dunn.

Serious Mental Illness and Addictions

The Community Support Program offers two support and recovery groups for consumers who have both a serious mental illness and an addiction. These groups meet weekly for 1-2 hours and are led by a CSP staff person who also has addictions' treatment skills. In addition, the SMI consumer may participate in educational or intensive outpatient addictions' programs when needed.

Services for Families of Consumers

Dunn reported that occasionally family members participate in the intake and assessment process. Case managers may include family members in the services that are provided to consumers. Family members and friends of the consumer are referred to NAMI to gain support from other families. Family Group is not offered by Dunn.

Consumer Feedback

Every six months, a satisfaction survey is distributed to nearly all consumers and about half complete and return the survey. Survey results are reviewed by the Chief of Employee and Community Services and have led to some changes in the past year, including expanding hours of operation and serving meals on weekends for consumers in the cluster apartments.

Treatment Teams

Dunn's case management teams include 4-5 case managers that are led by a therapist with a masters' degree. There are 3 teams in Wayne county and one in both Fayette and Randolph counties. Each team shares responsibilities for all cases, and individual responsibilities for consumers are regularly rotated among the case managers to insure that each case manager remains knowledgeable about the needs of all consumers assigned to the team. Contact with each consumer is based on the level of need. Consumers in the apartment cluster receive more intensive case management and remain on the same team even when they move to more independent living. Teams meet weekly and once a quarter each team meets with the psychiatrist.

Edgewater Systems for Balanced Living
1100 West Sixth Avenue
Gary, IN 46402
219-885-4264
CEO Danita Johnson-Hughes

Distinguishing Services

Consumers with acute mental health needs receive inpatient care at Methodist hospital through a contract with Edgewater. Emergency services and a range of outpatient services are provided at Edgewater. For persons with persistent and serious mental illness, day treatment is available five days a week and provides 5 hours of therapy and activities, such as food preparation. Residential services include supervised apartment units, group homes, and AFA homes that provide housing with non-relative families for clients. Edgewater is proud of its community group homes because they permit clients to overcome the effects of having been institutionalized in the state hospital. Case management helps clients develop daily living skills and monitors clients who are living in the community.

Supported Employment Program

Edgewater does not offer a Supported Employment Program. They do refer clients to Vocational Rehabilitation's sheltered workshops.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Edgewater can receive services after an intake assessment is completed.

Serious Mental Illness and Addictions

For persons who have both a serious mental illness and an addiction, treatment is provided by a mental health therapist who has experience with both chemical addictions and SMI and understands the need for medication for SMI.

Services for Families of Consumers

Edgewater hosts open houses periodically and holds an annual dinner. Monthly family nights include a presentation on a topic such as medication or a type of mental illness to help families to better understand their relative's illness.

Family Group is not provided by Edgewater.

Consumer Feedback

The "Client Writes" satisfaction survey is distributed twice a year to all consumers who receive services during the week that is designated for survey distribution. Last year about 10 percent of the consumers completed the survey. The survey data are reviewed by the Associate Vice-President for Clinical Services and presented to the CEO and Program Directors. Changes in the past year due to consumer feedback included adding the Brief Evaluation and Treatment unit that provides services more quickly for new clients

Treatment Teams

The treatment team consists of the staff psychiatrist, program director, therapist, staff nurse and case manager. The treatment team reviews client progress and makes the necessary changes in the treatment plan based on the consumer's needs.

Four County Comprehensive Mental Health Center
1015 Michigan Avenue
Logansport, IN 46947
219-722-5151
CEO Larry Ulrich

Distinguishing Services

Inpatient hospital care is provided for persons with acute problems. For persons with chronic problems, day treatment is provided 5 days each week. Residential services include supervised living in both group homes and apartments. Last year case managers moved to offices close to the residential living units and assist clients with taking medication and developing daily living skills. Each office has a medication clinic that teaches patients about taking medications. The Clubhouse, which is centrally located, builds clients' social skills through voluntary participation in such activities as food preparation, clerical work, and preparation of a monthly consumer newsletter. Last year, quick access appointments were established to better serve those needing more immediate attention. A community crisis response team assists businesses and schools with crisis intervention services.

Supported Employment Program

After consumers have been certified by Vocational Rehabilitation as eligible for employment services, consumers receive assistance securing a job that matches the client's needs and interests as much as possible. Four County also provides similar services through Welfare to Work grants in Howard, Miami, and Fulton counties and grants in Fulton and Pulaski counties to provide IMPACT employment services. Employment case managers meet often with clients after they are placed in jobs to aid them to maintain their jobs and to ensure that entitlements are maintained for the client who is working.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Four County can receive all services.

Serious Mental Illness and Addictions

Four County offers an outpatient treatment group for consumers with both a serious mental illness and an addiction. The group meets once a week for two hours and lasts 10 weeks. The group provides education on chemical addictions and healthy coping skills. It also connects with the services for SMI that the consumer is receiving.

Services for Families of Consumers

Families of consumers receiving acute care are immediately involved if the consumer consents. Group homes have family dinners, which keep families involved with consumers – or re-engage them if the client and family are estranged. Families are actively involved in the Clubhouse, and treatment team meetings include both the consumer and family members.

Family Group is not provided by Four County. However, they do provide meeting space for the NAMI group in Logansport. The NAMI group provides families with both education and support, and Four County reports that their staff are active in the NAMI group.

Consumer Feedback

At discharge, inpatients receive a satisfaction survey to complete. Continuing clients receive a satisfaction survey once a quarter. The Performance Quality Improvement director and the department managers review the survey data and share it with staff. Changes are made when feasible to address items with low scores. In the last year, client feedback led to establishing a policy to assess and place children in need of acute care in the adult unit and setting a time for smoking and getting free cigarettes.

Treatment Teams

Currently staff are traditionally structured with the psychiatrist leading meetings to staff cases. Four County plans to create multidisciplinary teams with one case manager providing continuous service to each consumer throughout the continuum of care.

Gallahue Mental Health Center
6950 Hillsdale Court
Indianapolis, IN 46250
317-621-7600
CEO Dr. Eric Crouse

Distinguishing Services

Gallahue offers inpatient and partial hospitalization programs for people experiencing an acute episode of mental illness, individual and group outpatient therapy, group homes and cluster apartments. Inpatient hospital services are provided for clients of 3 Indianapolis mental health centers. Through their Psychosocial Rehabilitation Clubhouse, Gallahue provides day programs that respond to individual needs of persons with serious and persistent mental illness. Gallahue offers traditional case management and assertive case management (ACM). For consumers who need intensive contact, the ACM team can see consumers daily, including weekends, assist consumers to take medications, and help solve crises. More case managers were added in the past year to decrease the need for consumer hospitalization. Through PAIR, Gallahue works with the prosecutor to facilitate treatment instead of incarceration. Gallahue is also proud of its Crisis Intervention services, which offer both telephone assistance and interviews with crisis professionals at all Community Hospital locations.

Supported Employment Program

Consumers participate in up to 25 hours of vocational assessment. After being placed into a job with a community employer, the consumer receives job coaching that gradually diminishes. Gallahue's Clubhouse provides consumers with prevocational work experience in areas such as food service, clerical, and event planning. The Clubhouse permits consumers to choose their activities according to individual interest and need.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Gallahue can receive all services except medication evaluation because that would duplicate services. However, clients are seen by a Gallahue psychiatrist for supervision of the Gallahue services. Gallahue staff collaborate with the private psychiatrist to ensure continuity and often provide treatment to clients in crisis.

Serious Mental Illness and Addictions

In the past year, Gallahue integrated services for those who have both a serious mental illness and an addiction. Consumers with a dual diagnosis can now readily use the Clubhouse and addictions services because the buildings are adjacent to each other and staff coordinate mental health and addictions services so the client does not have to transfer between programs.

Services for Families of Consumers

Education about serious mental illness is offered to family members who are involved in the consumer's treatment. Family members who are integrally involved with the consumer are included in treatment decisions when the consumer is willing and the family wants to be involved in treatment.

Family Group meets one evening per week to offer support and information to families. Two staff members plan these family meetings and lead the discussion of issues facing families. Gallahue also maintains close ties with the Eastside NAMI group and provides space for their meetings.

Consumer Feedback

Once each quarter during a designated week, each consumer who receives services is given a satisfaction survey. Consumers in partial hospital programs also complete monthly surveys about services. Results from completed surveys are reviewed by the CEO and distributed to team leaders for discussion with their staff. When concerns are identified in the surveys, Gallahue plans changes to address the problem.

Treatment Teams

Gallahue coordinates services for consumers with serious and persistent mental illness through four case management teams. Three teams are each comprised of six case managers and one vocational counselor. Having one vocational counselor on each case management team integrates supported employment services with case management. The fourth team offers assertive case management for consumers needing more intensive services. The ACM team includes two half-time RNs and three case managers, and ACM team members communicate with each other twice a day. A psychiatrist meets at least once a week with all case management teams.

Grant Blackford Mental Health Center
505 Wabash Avenue
Marion, IN 46952
765-662-3971
CEO Paul Kuczora

Distinguishing Services

Grant Blackford offers both inpatient and outpatient services for those with SMI. The inpatient unit treats those who are hospitalized and those who participate in the Acute Partial Hospitalization program. The acute partial program provides intensive day treatment 7 days a week to prevent hospitalization for consumers who are experiencing a serious crisis as well as for those who are in transition from the hospital to the community. The Community Support Program (CSP) provides an array of programs and services for consumers with serious and persistent mental illness in both Grant and Blackford counties. Day treatment provides psychosocial rehabilitation for those living in the community to choose the treatment activities that match their individual interests. Every 8 weeks, day treatment consumers can select new activities. Case managers coordinate services to help consumers maintain themselves in the community. Residential services include a subacute halfway house, supervised group homes, and semi-independent apartment units. Branson Club, a consumer-directed program, is open every day of the week and offers several volunteer opportunities for members. The Club operates a store and members serve lunch three days a week.

Supported Employment Program

H. I. R. E. is funded through a contract with Vocational Rehabilitation and assists consumers prepare for work and find jobs. Each CSP team has a supported employment staff person who coordinates employment services and conducts prevocational classes to help consumers develop work habits.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Grant Blackford cannot receive mental health or substance abuse services from the Community Support Program because of the difficulty in coordinating treatment with an outside psychiatrist.

Serious Mental Illness and Addictions

Grant Blackford has a group home for consumers with both a serious mental illness and an addiction who cannot live independently. Three treatment groups are conducted at this group home that address both addiction and mental health needs of these consumers. The Community Support Program also offers weekly groups for persons with an addiction and SMI. These groups are attended by consumers living in group homes and community apartments.

Services for Families of Consumers

Education about mental illness is offered to families of persons who are hospitalized. For consumers with serious and persistent mental illness, Grant Blackford believes that “our system becomes their families.” Involvement of families in treatment is “entirely up to the consumer,” although families of consumers in the residential program are contacted quarterly by staff. Family Group is not provided by Grant Blackford, although they do provide space for the NAMI group, which meets monthly. The Parent to Parent program also meets in Grant County and offers education and support for parents of consumers with SMI.

Consumer Feedback

One week each quarter, a random sample of consumers is given the “Client Writes” satisfaction survey to complete. After the responses are compiled, they are reviewed by Quality Assurance, department heads, the Chief Operating Officer, and the CEO.

Treatment Teams

The Community Support Program has four case management teams and a fifth team made up of staff who provide day treatment, clubhouse, and transportation services. Case management teams meet weekly for treatment planning and to discuss cases with the psychiatrist. Although one team is called the ACT team, all teams have some consumers that receive intensive services, such as daily contact, to insure medication compliance and prevent repeated hospitalizations. All teams seek to maintain continuity for the consumer by varying the intensity of services rather than moving them to a different team when the level of services that they need changes.

Hamilton Center
620 Eighth Avenue
Terre Haute IN 47804
812-231-8323
CEO Galen Goode

Distinguishing Services

Hamilton Center is proud of their long record of getting people out of the state hospitals and keeping them out. Consumers with serious and persistent mental illness can participate in partial hospitalization programs in both Vigo and Marion counties. No Clubhouse program is offered because Hamilton Center reports that their partial hospitalization program is better suited for the needs of their consumers. Mental health services are provided to more than 300 persons with SMI living in "Room and Board Assistance" facilities.

Hamilton Center has an inpatient unit and provides individual and group treatment. Residential services include group homes with 24-hour staffing and semi-independent living. Hamilton Center uses a modified approach to Assertive Community Treatment to provide intensive case management services and nursing care that is available 7 days a week and can include going to the consumer's home to administer medications. These community-based services help consumers who need long term care to remain out of the hospital. The Lighthouse program in Vigo County extends case management services to those consumers with SMI who are homeless. PAIR, a court diversion program for persons with SMI who have committed misdemeanors, is another program that sets Hamilton Center apart from many providers.

Supported Employment Program

Through a contract with Vocational Rehabilitation, the Rehabilitation Division in Vigo County provides enhancement services, sheltered work, and supported employment for those with mental or physical disabilities. Supported employment provides job placement and follow along support for consumers to work at jobs in the community. This program is also available in Indianapolis.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with the Hamilton Center may receive all services that Hamilton Center offers to people with SMI.

Serious Mental Illness and Addictions

No specialized services are offered for consumers with both a serious mental illness and an addiction. Treatment focuses on whichever diagnosis is more prominent, and services are available at all Hamilton Center locations.

Services for Families of Consumers

Family members are not typically involved in treatment because most clients have an extensive history of SMI and have few family ties remaining. Family members of younger, newly diagnosed clients are more likely to be involved in treatment. Family treatment is offered if the family wishes to be involved.

Family Group is not provided by Hamilton Center.

Consumer Feedback

After discharge from the inpatient unit, the client receives a satisfaction survey in the mail. Recent changes due to feedback from inpatient clients include giving them more menu items from which to choose and permitting them to be more involved in planning their daily treatment activities. Outpatient clients and consumers in-group homes are also given a satisfaction survey to complete at least once a year. Data from the consumer surveys is reviewed by the CQI manager, the Quality Leadership Forum, and the Board's Professional Affairs, Services, Evaluation, and Planning Committees.

Treatment Teams

Clients are assigned to one staff member, partly due to the responsibility for handling finances for individual consumers. Typically a therapist and several case managers work together in providing services and draw on other staff, such as a nurse or dietician, to provide services that a client may need. The psychiatrist works with all teams and meets with team members as needed. Frequency of contact with a client varies based on the level of services needed by the client. Teams meet at least once a week and one team meets daily to discuss cases.

**Howard Community Hospital
Behavioral Health Services
3500 S. LaFountain
Kokomo, IN 46902
765-453-8529
CEO James Alender**

Distinguishing Services

Howard Community Hospital has an inpatient unit for those persons with a serious mental illness who are experiencing a crisis and need brief hospitalization. An array of outpatient services are offered in both Kokomo and Frankfort for consumers living in the community. A partial hospitalization program provides services 4 days a week for those with serious and persistent mental illness who reside in the community but need intensive day treatment. Depending on the level of functioning, consumers attend the partial program either in the morning or afternoon. Case managers coordinate services and monitor and support consumers to maintain their functioning so they can remain in the community. Outpatient counseling is offered for individuals and groups. Residential services include group homes and supervised apartment clusters that are furnished units.

Supported Employment Program

No supported employment program is offered. A job club group is offered for consumers with serious and persistent mental illness to help them develop habits that will strengthen the likelihood of their finding community employment.

Non-Affiliated Psychiatrist

Consumers can receive inpatient care and be treated through the partial hospitalization program if they are under the care of a psychiatrist who is not affiliated with Howard. They could not receive case management services if they are under the care of an outside psychiatrist, because continuity of care is better when the consumer's psychiatrist is affiliated with Howard.

Serious Mental Illness and Addictions

A substance abuse group for consumers with SMI meets weekly in both Kokomo and Frankfort.

Services for Families of Consumers

Family Group is offered in both Howard and Clinton Counties. The Clinton County group meets once a month and the Howard County group meets weekly. Both family groups provide support and education about mental illness for family members. Both family groups are led by therapists.

Consumer Feedback

Four times a year during a designated week, each consumer who receives services is given the "Client Writes" satisfaction survey to complete. Survey responses are compiled and reviewed by all staff. Due to client feedback about an initial delay in being seen for services, more staff are now conducting intake appointments so that consumers can be seen soon after requesting services.

Treatment Teams

Teams are traditionally structured with a psychiatrist providing team leadership. Teams meet twice a week and include staff from various program areas, including case managers, partial hospitalization staff, social workers, and nurses.

LifeSpring Mental Health Services
207 West 13th Street
Jeffersonville, IN 47130
812-283-4491
CEO Dr. Terry Stawar

Distinguishing Services

LifeSpring provides outpatient mental health services in six counties. In Corydon, Jeffersonville, Madison, New Albany, Salem, and Scottsburg, they offer a partial hospitalization program for people who need intensive day treatment for SMI. SAGE is a specialized component of the partial hospitalization program that treats older adults. Residential services offers supervised group homes and apartments plus subsidies for housing with alternate families for adults. Supervised group living helps consumers develop the skills to be able to live independently. Case management coordinates services for consumers with serious and persistent mental illness who are living in the community. Through contracts with the jails in Clark, Floyd, and Harrison counties, LifeSpring's staff provide psychiatric treatment for inmates. Through a HUD grant, case management services are provided to those in the homeless shelter in Jeffersonville.

Supported Employment Program

LifeSpring does not have a supported employment program, but they are working to establish it. They do refer consumers to a sheltered workshop.

Non-Affiliated Psychiatrist

LifeSpring doesn't want consumers to be seen by two psychiatrists, but if a consumer already has a psychiatrist that they like who is not affiliated with LifeSpring, then LifeSpring will work with them to coordinate services.

Serious Mental Illness and Addiction

LifeSpring has two supervised group homes in Floyd County for those consumers with both a serious mental illness and an addiction who cannot live independently. A partial hospitalization program in Jeffersonville provides 2 hours of group treatment 3 days a week for consumers with both diagnoses.

Services for Families of Consumers

When permission has been granted by the consumer, families "can be involved in treatment as much as all agree to" and family therapy is provided when needed. LifeSpring reports that they do not have a specific family education program. They also reported that there has been a decrease in family support for patients, and some patients say that they "see us as being their family." Family Group is not provided by LifeSpring, but they are working with NAMI to establish a local group..

Consumer Feedback

One week each quarter, each consumer who receives services is given the "Client Writes" satisfaction survey to complete. Data are reviewed by the Performance Improvement department and the Performance Improvement Council. The Council uses the survey data to recommend actions that the Executive Management team should take. Last year due to consumer concerns, standardized responses were developed to commonly asked telephone questions from consumers, particularly questions about insurance coverage.

Treatment Teams

LifeSpring uses treatment teams to staff cases, plan treatment, and review progress. Staff who are regularly involved in providing services for a specific client participate in the staffing which is under the direction of the psychiatrist. The team meets weekly to staff cases. Each consumer is assigned to an individual staff member, not to a team, for managing the provision of services.

Madison Center and Hospital
403 E. Madison St.
South Bend, IN 46617
219-234-0061
CEO Jack Roberts

Distinguishing Services

Madison Center provides the full continuum of services for persons with SMI. Inpatient hospital care is provided for those experiencing an acute phase of illness, including a 10 bed Geropsychiatry Unit and 6 beds for those with mental retardation and SMI. A 12-week specialized day treatment program helps to stabilize consumers during their transition into the community from the hospital. An array of services are available to those with more persistent mental health needs, including day treatment, case management, and transitional employment through the Clubhouse. An intensive, short-term partial hospitalization program is offered for older adults whose mental health problems are impairing their daily functioning. Services are also provided for nursing home residents. Individual and group outpatient services are available at several locations. Extensive residential services are available, including 3 South Bend apartment buildings owned by the Madison Center. Madison has several community partnerships to coordinate mental health services for those who are homeless or have developmental disabilities

Supported Employment Program

Through funding from Vocational Rehabilitation, Madison Center operates NetWorks, a supported employment program. Vocational advisors work with community employers to secure job placements for consumers and assist with training and supporting the consumer during the transition to work. Clubhouse staff assist consumers with transitional employment in settings, such as Value City, where consumers work part-time for a few months gaining experience and showing readiness for supported employment. In addition to supported and transitional employment, consumers can gain work experience in the Clubhouse through the snack bar and clerical work.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist who is not affiliated with the Madison Center may receive

Serious Mental Illness and Addictions

SMI consumers with an addiction may attend the New Passages' addictions treatment program. Although Madison does not provide specific programs for those with both SMI and an addiction, addictions staff and SMI staff do hold joint meetings each week to staff cases and coordinate services for those persons with both diagnoses.

Services for Families of Consumers

With the consumer's consent, staff actively seek to involve families during a period of inpatient treatment. Families help staff to understand the patient's strengths and problems and can help make discharge plans. When families are involved, they can be educated about medications that the patient is taking. Outpatients in the day treatment program have occasional activities that include families, and consumers in the semi-independent residential program are helped to build regular contact with families.

Family Group is not provided by the Madison Center, because they believe that NAMI provides good education and support for families and links families to the community rather than having them be totally dependent on the Madison Center. Staff encourage families to get involved with NAMI and also offer community programs about brain diseases and medications.

Consumer Feedback

At discharge from the hospital, every consumer is offered a satisfaction survey. During a two-week period each quarter, the "Client Writes" survey is offered to all consumers receiving outpatient services. The Associate Director and all program directors review the survey data. Consumer feedback led Madison to enhance the telephone system so an incoming inquiry rolls over to an available admissions representative rather than have the consumer leave a message and wait for a return call.

Treatment Teams

Coordinated Care meetings are held weekly to review cases, and all staff, except the psychiatrist, involved with the consumer participate in the discussion. A therapist leads the meeting and other therapists and case managers regularly participate in these meetings, along with others, such as clubhouse or NetWorks staff, who are involved

most services that are offered.	with the cases being discussed.
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**MIDTOWN COMMUNITY MENTAL
HEALTH CENTER
1001 West Tenth Street
Indianapolis, IN 46202
317-630-8800
CEO Dennis R. Jones**

Distinguishing Services

In addition to such traditional services as individual and group therapy, group homes and cluster apartments, Midtown provides a group home for people with SMI who also have a medical problem that requires care. Midtown also offers a sub-acute unit for consumers with SMI who need medical care until home health care can be arranged. Midtown is one of the few providers that offers inpatient hospital treatment, outreach services to homeless persons, and the full array of outpatient services. Midtown is also unique because services are provided for those who have both SMI and a developmental disability. All 6 Midtown offices are actively moving from a medical model to community-based treatment in which consumers will be seen at home, work, or other community location rather than in a Midtown office.

Supported Employment Program

Midtown views employment as the outcome of recovery and has integrated SEP into both of their Clubhouses. This provides consumers with more opportunities to develop vocational skills through a variety of job preparation services and volunteer experiences, which provide more meaningful development than going to groups all day in a typical partial hospitalization program. To expedite the VR eligibility determination, Midtown employs an Intake Specialist who obtains the documentation needed by VR for each client. Two occupational therapists and an activity therapist have been added to the SEP staff to help consumers prepare for work. In addition to these vocational services for adults, youth clients are helped to enter the workforce when they reach age 18.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Midtown can only participate in the supported employment program, due to liability concerns about their medications not being prescribed by a Midtown psychiatrist.

Serious Mental Illness and Addictions

Midtown is integrating addictions staff into their continuous treatment teams for people with mental illness so that consumers who need treatment in both areas will have one integrated treatment plan and not be shifted between 2 different treatment areas. A Partial Hospitalization Program is offered for persons with this dual diagnosis and Midtown has a group home for dually diagnosed consumers. Both of Midtown's Clubhouses offer AA meetings twice a week.

Services for Families of Consumers

Midtown reports that families or others who are significantly involved with the consumer, such as employers or landlords, may be included in the treatment process with the consumer's consent. Family Group is led by Midtown staff and meets monthly to provide information and discuss issues about mental illness. Speakers from NAMI and KEY are often used. For persons in the Inpatient unit, there is a family group that meets every weekend.

Consumer Feedback

At discharge from the inpatient unit, every person receives a consumer satisfaction survey. For those receiving outpatient services, a satisfaction survey is given out once a quarter. Data from these surveys are compiled and reviewed by both the Consumer Advisory Board and the Consumer Advisory Panel. Recent changes due to consumer feedback include morning hospital visits by psychiatrists, a room for families on the inpatient unit, and training for staff so they can help outpatient consumers regain payeeships.

Treatment Teams

Midtown's teams work intensively to aid consumers to remain in the community and enhance their living skills. Someone from the team is in contact with each consumer about every other day. Midtown has 7-10 staff persons assigned to each treatment team and each team meets daily. A nurse is assigned half time to the team and a psychiatrist meets 2-3 times each week with the team. Services are individualized and provided in consumers' homes or at other community locations.

**Northeastern Center
220 South Main
Kendallville, IN 46755
219-347-2453
CEO Jerry Hollister**

Distinguishing Services

The Community Support Program (CSP) provides case management services and has offices in Angola, Kendallville, and Auburn. Consumers are assigned to one of three CSP teams and case managers work with consumers primarily in their homes to develop their capacity to manage daily living skills. Consumers may also participate in New Hope Clubhouse in Kendallville. The Clubhouse offers some work experience and social activities in the community. Residential services include supervised apartment units, a room and board house, group homes, and respite care for consumers unable to live independently. Outpatient treatment for individuals and families is available in Angola, Auburn, Kendallville, LaGrange, and Ligonier. Northeastern recently began using Dialectical Behavior Therapy to treat consumers with borderline and related personality disorder.

Supported Employment Program

Through funding from Vocational Rehabilitation, Northeastern Center employment specialists help clients develop work readiness skills, find jobs, and they provide job support when clients become employed to ensure permanency on the job. In addition to the supported employment program, the New Hope Clubhouse offers transitional employment to prepare members for work.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Northeastern Center can receive any mental health service that Northeastern offers as long as the consumer has an annual evaluation by a Northeastern Center psychiatrist to ensure that appropriate medical oversight of care is maintained.

Serious Mental Illness and Addictions

One case manager on each Community Support team works primarily with consumers who have both a serious mental illness and an addiction. Persons with both diagnoses may also participate in a pre-engagement group that meets weekly and provides education about substance abuse and mental illness. A support group for those who are stable also meets 1-2 times per month.

Services for Families of Consumers

Families receive services on an individual basis. NEC staff believe that the family education provided by NAMI of Northeast Indiana is the best way to support families. Northeastern also offers occasional public forums called, "Ask the Doctor." Family Group - A support group for Amish families also receives NEC support.

Consumer Feedback

Each year, consumer feedback is solicited in each service area, e.g. residential, clubhouse, Community Support Program, etc. Questions for the satisfaction survey are developed by consumers, families and staff. The survey is distributed by mail or in person to consumers receiving services. Survey results are posted at the clubhouse and published in program-based newsletters. Last year consumer feedback led to the addition of evening and Saturday hours at several outpatient locations. Holiday hours were also added at the clubhouse.

Treatment Teams

The Noble County CSP team uses an Assertive Community Treatment approach to work with the highest risk consumers who may have had several hospitalizations or are not consistent about taking their medications. The ACT team includes 3 case managers, 1 technician, a part-time nurse and psychiatrist, and is led by a part-time MSW. The ACT team meets 4 times a week and has contact with a consumer about three times per week. All ACT team members know all consumers and their service needs. The other CSP teams meet weekly and have traditional caseloads in which a consumer is assigned to a specific staff person, not the team. Case managers on these CSP teams have many stable consumers who may be seen monthly.

Oaklawn
2600 Oaklawn Ave
Elkhart, IN 46517
219-533-1234
CEO Harold C. Loewen

Distinguishing Services

Oaklawn provides a full continuum of services for persons with SMI. Inpatient care is available for those experiencing an acute phase of illness, and subacute services provide a 24 hour safe environment for those who are in crisis, but do not need inpatient care. Partial hospitalization programs provide structured day treatment for those residing in the community. Last year a partial program for older adults was added. The psychiatrist and nurse practitioner also make regular rounds to skilled nursing facilities to provide care for residents with SMI. The Community Support Program (CSP) offers traditional case management for the majority of consumers with SMI and assertive case management for those needing more intense services. Mental health services and case management are provided to homeless persons with SMI. Case managers use many informal caregivers in building a team to support consumers in living independently in the community. Residential services include supported group living, semi-independent living, and a few alternate family households. Individual and family outpatient services are available at several locations in Elkhart County. Outpatient groups for persons with a borderline personality use the Dialectical Behavior Therapy approach. To foster understanding of consumers' needs and Oaklawn's services, a clinical vignette is presented at each board meeting.

Supported Employment Program

Through a Vocational Rehabilitation grant, Oaklawn provides consumers with assistance in obtaining jobs. Job coaching and follow along services to support consumers after they begin working are also offered.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Oaklawn can receive CSP services. It is preferred that those receiving assertive case management have an Oaklawn psychiatrist because of frequent staff meetings.

Serious Mental Illness and Addictions

One partial hospitalization program offers a daily group for consumers with co-existing SMI and an addiction. Outpatient groups provide concurrent treatment for both conditions and meet weekly for those who are (1) actively using, (2) abstinent, or (3) employed. Case management services also address both diagnoses, and services are provided on-site at an Elkhart mission that provides emergency housing.

Services for Families of Consumers

Staff include families and other informal caregivers as much as possible in developing and carrying out the consumer's service plan.

Family group is provided by the Community Support Program. These monthly Family Life Education classes feature speakers who address topics about mental illness with the families.

Consumer Feedback

Oaklawn gathers feedback from consumers by using the "Client Writes" survey. In response to consumer feedback that the survey was too long, Oaklawn shortened it to focus on the most important areas, and consumer response rate increased greatly. One week each quarter, consumers who receive services are given the satisfaction survey to complete. Oaklawn also has its own self-addressed follow-up form, "How are we doing?" that is used to solicit feedback from consumers. Surveys are directed to the Customer Services staff person and then reviewed by the management committee. Team leaders bring concerns to the attention of staff so that services can be strengthened.

Treatment Teams

The team that provides assertive community treatment includes 17 case managers who provide services to about a third of the consumers in the Community Support Program. Because these consumers need more intense services, a team member contacts each consumer at least once a week. The team has a nurse who provides services as needed, and the team meets once a week with the psychiatrist. In addition to professional staff, teams include as many informal caregivers as possible to ensure that the consumer has a strong support system.

Park Center
909 East State Boulevard
Fort Wayne, IN 46805
219-481-2721
CEO Paul Wilson

Distinguishing Services

Park Center provides supervised apartments and group homes for people with SMI. They offer a partial hospitalization program 6 days a week and case management services for those with serious and persistent mental illness. An intensive program using Dialectical Behavior Therapy treats those with borderline personality disorders. Park Center has partnered with NAMI to jointly offer a clubhouse that structures the consumers' day around work in such areas as clerical, grounds keeping, and food service. A Drop-In Center provides social rehabilitation and education to prepare consumers for work in the Clubhouse. The Compeer program matches community volunteers with consumers to provide mentoring and social activities. Park Center staff screen persons for mental illness at homeless shelters and arrange housing and services for those with mental illness. The Mobile Intervention Team evaluates persons in the jail for SMI and provides medication and services while they are incarcerated. This team also provides outreach mental health services to various businesses and community groups. Park Center operates a 24-hour a day Crisis Center that provides brief stays that average 36 hours.

Supported Employment Program

Through a contract with Vocational Rehabilitation, Eagle Employment provides supported employment services to assist consumers who are interested in working. Eagle assists consumers obtain training, placement in sheltered workshops, and offers job coaching to assist consumers meet employers' expectations. The Clubhouse offers transitional employment jobs in areas such as clerical, maintenance, and food service. The Drop-in Center also offers consumers some volunteer work experience to prepare them for employment.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Park Center can receive services.

Serious Mental Illness and Addictions

Park Center offers individual and group treatment for consumers who have both a serious mental illness and an addiction. They have a psychiatrist who is an addictionologist. There is also a specialized group home for those with a dual diagnosis.

Services for Families of Consumers

Education about serious mental illness is provided through a Family Education program series. Park also refers family members to NAMI's Journey of Hope program and provides space for the NAMI support group to meet.

Family Group is not provided by Park Center, although space is provided for the NAMI group to meet.

Consumer Feedback

Consumer satisfaction surveys are conducted through telephone calls to consumers who received services the previous year. Survey data are reviewed by the department managers and the Quality Improvement department. Due to positive consumer feedback about the apartments constructed with HUD funding, Park Center built more units last year.

Treatment Teams

There are 3 Continuous Treatment Teams that are comprised of about 12 case managers, a RN, and a psychiatrist who leads weekly team meetings to staff cases. Consumers are primarily assigned to one staff member, not to a team. That case manager provides individualized services for each consumer and involves other team members or other providers as necessary to meet the consumer's needs. One of the teams provides more intensive services to clients who need a higher level of involvement to be able to function in the community. Members of this team meet more often and are familiar with most clients assigned to the whole team, not just the clients for whom they carry primary responsibility. The Mobile Intervention Team is comprised of 8 case managers and a nurse and provides community outreach.

Porter Starke Services
601 Wall Street
Valparaiso, IN 46383
219-531-3500
CEO David Lomaka

Distinguishing Services

The Porter Starke Community Support Division provides day treatment for those with persistent SMI, including programs for older adults and people with developmental disabilities. The Clubhouse program offers work activities in clerical, maintenance, and food services. Residential programs include both group homes and semi-independent living units in the community. Porter Starke has a Client Advocacy Program that distinguishes them from most providers. The Client Advocacy Program was established last year and is funded by Porter Starke, but operated by the Mental Health Association. The client advocate receives consumer and family complaints and advocates for the consumer throughout the Porter Starke complaint resolution process. Because the client advocate is an independent agent, not a Porter Starke employee, clients should feel that their voices are heard.

Supported Employment Program

Through a contract with Vocational Rehabilitation, 12 consumers were placed in jobs last year. The supported employment program provides job placement and follow along support after placement for those consumers wanting to work in the community. The Clubhouse also provides consumers with work experience in the snack bar, kitchen, clerical, and maintenance areas. The Clubhouse also provides work experience for some consumers through their floor cleaning service for some area businesses.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist who is not affiliated with Porter Starke can receive all services that Porter Starke offers to people with SMI.

Serious Mental Illness and Addictions

The day treatment program offers specialized services for consumers with both a serious mental illness and an addiction. A group for those with both diagnoses met weekly for 3 months and will be offered periodically as needed by consumers with SMI. A circle of friends support group is also offered for those with both diagnoses.

Services for Families of Consumers

Upon admission, consumers are encouraged to allow staff to talk with family members. The Clubhouse invites families to be involved, but some families are resistant and worn out from years of trying to help.

Family Group is not offered by Porter Starke. They do have a representative attend the mental health association's family support group, which meets monthly.

Consumer Feedback

Porter Starke distributes the Mental Health Corporation of America's consumer satisfaction survey four times a year to every client who is receiving services. The CEO and the executive team review survey responses and report to the Board of Directors quarterly. Last year in response to client feedback, the clubhouse hours were extended from 9-2 to 8-5, and a copy of the treatment plan is placed in a file at the center so that each consumer has easy access to their own treatment plan.

Treatment Teams

A multidisciplinary team is led by the psychiatrist and includes a nurse, a counselor, and representatives from day treatment, rehab services, community housing, and outreach. This team meets weekly to staff cases. In addition, staff in each department meet weekly with the departmental supervisor to plan and discuss treatment.

Quinco Behavioral Health Systems
1455 N. National Road
Columbus, IN 47201
812-379-2341
CEO Dr. Robert Williams

Distinguishing Services

Quinco offers a day treatment program, clubhouse, vocational services, and case management to help consumers with SMI live independently. They also provide medication clinics and outpatient therapy for individuals and families. Residential services include group homes, transitional housing, and apartment units. For consumers with SMI and a developmental disability, Quinco offers treatment through their Connections program. Quinco is proud that all of their services are available in 6 counties: Bartholomew, Brown, Decatur, Jackson, Jefferson, and Jennings. Staff actively involve consumers in planning their treatment and adapt services to meet the consumer's goals. Quinco also conducts meetings with consumers to get their feedback on services and ideas for programs. Another aspect of Quinco's commitment to consumer empowerment is Stigma Busters, which is a consumer group that educates groups about mental health and advocates in the community for consumer needs.

Supported Employment Program

Quinco believes that employment, not just staying out of the hospital, is the goal of treatment. Quinco's Vocational Specialist works with Vocational Rehabilitation to get consumers with SMI assessed and approved for employment services. The Vocational Specialists also develop jobs with community employers and provide job coaching after consumers start working. To prepare consumers for employment, Quinco added a pre-vocational program to the day treatment program.

Non-Affiliated Psychiatrist

Consumers whose psychiatrist is not affiliated with Quinco can receive any of Quinco's services. Quinco staff coordinate the consumer's treatment with the outside psychiatrist.

Serious Mental Illness and Addictions

Quinco offers at least one group every week in each of the 6 counties for persons with both a serious mental illness and an addiction. In Columbus, there is an evening intensive outpatient program for persons with both diagnoses and transportation is available for consumers who live outside Columbus.

Services for Families of Consumers

Staff refer families for mental health education to the NAMI program, "Journey of Hope." When the consumer wants family members involved in planning their treatment or participating in the treatment process, Quinco includes them. Group homes usually have families involved. Quinco no longer trains parents, because the goal is to help consumers function as independent adults. Family Group is no longer provided by Quinco because families of their consumers formed a NAMI group.

Consumer Feedback

Quinco distributes the MHCA consumer satisfaction survey annually. Survey results are compared to the prior year, and they are used to set goals for improving services. In addition, consumers in the day treatment program and vocational program receive quarterly surveys, and group homes often conduct community meetings to obtain feedback from residents. Consumer feedback last year led Quinco to increase weekend and evening services. Sound barriers were also added to the Jennings offices to improve privacy, because of consumer concerns about confidentiality.

Treatment Teams

Quinco staff are not organized into teams, but case managers, therapists, and the psychiatrist do meet together to discuss cases and plan treatment. Consumers often attend these case conferences. The case manager is the key person in coordinating services, and each case manager has a back-up case manager.

**Saint Margaret Mercy Healthcare Centers
Behavioral Health Services
5454 Hohman Avenue
Hammond, IN 46320
219-932-2300
CEO Gene Diamond**

Distinguishing Services

Saint Margaret Mercy provides inpatient hospital treatment for those experiencing an acute phase of illness, including geriatric patients, those with chronic medical conditions, and those with both SMI and an addiction. An array of services are available for those with more persistent mental health needs, including partial hospital care, intensive outpatient programs, and traditional outpatient services which include individual, group, or family therapy, psychoeducational groups, and medication management. Consultation is provided to 5 nursing homes for medication management of their residents. Residential services were added last year and case managers coordinate services for those in the residential program.

Supported Employment Program

St. Margaret Mercy does not offer a Supported Employment Program.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with St. Margaret Mercy can receive any services that are offered.

Serious Mental Illness and Addictions

The inpatient unit, partial hospitalization, outpatient, and residential programs treat persons with both SMI and an addiction. Services are matched to the individual's needs. The treatment team may include an addictionologist.

Services for Families of Consumers

Families are contacted within 24 hours after a consumer completes an intake for services. Treatment includes family sessions. Family Group is offered periodically and is attended mostly by spouses of the patients. St. Margaret Mercy staff also provide community education on mental health topics and conduct screenings for anxiety, depression, and alcohol.

Consumer Feedback

Press Gainey satisfaction surveys are mailed to each patient following discharge from the inpatient unit. One week each month, surveys are mailed to a random selection of consumers who received outpatient services, and about 30 percent return a completed survey. Survey responses are reviewed in staff meetings and posted for consumers to read. Due to consumer feedback, staff now wear badges that identify their discipline, and more outpatient staff have been hired to decrease the waiting time for consumers between seeking an appointment and beginning to receive treatment.

Treatment Teams

Treatment teams are under the direction of the psychiatrist. Inpatient and partial hospitalization teams meet daily and include a primary care physician, RN, Masters' level therapist, Behavioral Health Adviser, Occupational Therapist, and Utilization Review Specialist. Outpatient teams meet regularly to review cases and include the therapist, case manager, and psychiatrist.

**Samaritan Center
Knox County Hospital
515 Bayou Street
Vincennes, IN 47591
812-886-6800
CEO Dr. James Koontz**

Distinguishing Services

Samaritan Center offers a traditional array of inpatient and outpatient services. Inpatient care is provided at Good Samaritan Hospital in Vincennes. A partial hospitalization program for those with persistent and serious mental illness is offered in both Vincennes and Washington. Outpatient counseling is provided at several locations including Loogootee, Petersburg, Bicknell, Washington, and Vincennes. Case management coordinates services for consumers with serious and persistent mental illness who are residing in the community. Residential services include 4 group homes and several supervised apartment units, including a subsidized apartment unit for consumers leaving a group home.

Supported Employment Program

Samaritan Center does not have a supported employment program. They do refer consumers to Vocational Rehabilitation and Goodwill Industries for employment assistance. Case managers also help clients to secure and maintain employment in the community.

Non-Affiliated Psychiatrist

Consumers can receive Samaritan's mental health services while under the care of a psychiatrist that is not affiliated with the Samaritan Center.

Serious Mental Illness and Addictions

No programs are offered to simultaneously treat both a serious mental illness and an addiction. However, consumers with both diagnoses may participate in SMI programs and chemical dependency programs at the same time

Services for Families of Consumers

Family members are welcome to be involved in developing the treatment plan and participating in treatment with the consent of the consumer. Case managers may also meet with families to provide education regarding the client's illness and to enlist their assistance in providing care for the consumer. Family Group is not offered by Samaritan Center.

Consumer Feedback

The Press Ganey consumer satisfaction survey is mailed to consumers after they are discharged from inpatient hospitalization. Outpatient consumers receive the Client Writes' survey quarterly. Survey results are reviewed by department directors and the Performance Improvement Committee. In response to consumer feedback last year, a system was established to maintain confidentiality by screening calls to the inpatient unit.

Treatment Teams

Each treatment team is multidisciplinary and is directed by a psychiatrist. The team for the inpatient unit and the Community Support Program team meet daily to discuss consumers' needs, goals, and progress. The CSP team has contact at least once a week with each CSP consumer and frequently more often for consumers needing intensive services.

<p style="text-align: center;">Southern Hills Counseling Center 480 Eversman Drive Jasper, IN 47547-0769 812-482-3020 CEO Don Aronoff</p> <p>Distinguishing Services Southern Hills provides a traditional array of inpatient and outpatient services. Southern Hills is proud of having fulltime offices in five counties, Crawford, Dubois, Orange, Perry, and Spencer, which they believe is unusual for a mental health provider in a rural area. For consumers with severe and persistent mental illness, Southern Hills offers a rehabilitative day treatment program that provides group activities for clients. The day treatment program is offered in Jasper, Paoli, and Tell City and focuses on helping consumers develop life skills. Each consumer participates in 30 hours of day treatment programs each week. Within the 30 hours of weekly treatment, each consumer can choose specific activities rather than have all consumers participating in the same activity. In addition to day treatment, case management services seek to coordinate other services as needed by consumers. Residential services include group homes and an apartment cluster, which provides weekend case management services, including medication monitoring.</p> <p>Supported Employment Program Through a contract with Vocational Rehabilitation, Southern Hills offers employment services to consumers that are interested in working. Job interests are assessed and consumers are supported to look for work. If needed, follow along support is offered to help the consumer meet their needs while maintaining their jobs.</p> <p>Non-Affiliated Psychiatrist Southern Hills does not normally provide services to consumers who are under the care of a psychiatrist that is not affiliated with Southern Hills. Treatment requires the active participation of the psychiatrist, which does not occur with an outside psychiatrist.</p>	<p>Serious Mental Illness and Addictions Southern Hills does not offer any programs that simultaneously treat both a serious mental illness and an addiction. However, all clients have an individualized treatment plan that is designed to meet the client's needs.</p> <p>Services for Families of Consumers Southern Hills believes that it is not their job to strengthen family relationships unless the primary consumer wants a change in their family relationships. Some consumers with SMI don't want to have their family involved in treatment, and their choice is respected. Southern Hills also reported that they are happy to involve families in treatment, "but a lot of families are not particularly interested." For families that do want to be involved, the day treatment program has a staff meeting once a quarter that involves the client and their family, if the client consents. Once a quarter, the day treatment program also has an evening educational program for family members. <u>Family Group</u> is not offered by Southern Hills.</p> <p>Consumer Feedback One month each year all consumers who receive services are given a satisfaction survey to complete. In addition to this annual survey, 15 percent of consumers who have completed treatment are contacted by telephone and asked the survey questions. Consumer satisfaction data is also solicited by telephone from 15 percent of those persons who have called the after hours-emergency line. Survey data is reviewed by the clinic managers, the program director, and the CEO. Consumer feedback led them to add signs in the waiting room advising people who have been waiting more than 10 minutes to inform the receptionist.</p> <p>Treatment Teams Southern Hills has divided staff into three geographical units. Each unit has a diagnostic staffing and treatment review once a week, which is led by the psychiatrist.</p>
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Southlake Center for Mental Health
8555 Taft Street
Merrillville, IN 46410
219-769-4005
CEO Lee Strawhun

Distinguishing Services

Southlake provides comprehensive care, including inpatient, partial hospitalization, case management, group homes and supervised apartments. Unlike providers who do not have an inpatient unit, this full array of services can be coordinated to give consumers and families seamless services. Southlake's services at all four locations are accessible because each offers both day and evening outpatient treatment. Emergency services are staffed and available to consumers 24 hours every day. Southlake is proud of retaining an experienced group of case managers, unlike the typical turnover every year or so, because this continuity is important for consumers with SMI. Southlake provides treatment to inmates in the 28-bed unit of the Lake County Jail and also facilitates diversion for inmates who have SMI. Close working relationships have been established with Developmental Disability providers to offer mental health services to their consumers. A "Family Education Night" is offered quarterly and features consumers telling about their success experiences. Attendance has grown to about 50 people.

Supported Employment Program

Consumers in the Partial Hospitalization program can participate in CHOICES, which assists consumers with job placement. In the last three years more than 30 consumers were placed in competitive jobs

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with Southlake can receive any service that Southlake offers.

Serious Mental Illness and Addictions

For consumers in the Partial Hospitalization Program who also have an addiction, Southlake offers a group that meets once a week. It is designed to address the needs of those with both an addiction and a serious mental illness. Consumers may continue to attend this group after they finish the Partial program. Inpatient stays have decreased for consumers in this group.

Services for Families of Consumers

Family input is seen as important and Southlake provides the meeting space for the NAMI group that meets twice a month.

Family Group is offered once a quarter to educate families. These meetings feature consumers returning to tell about their successes. Attendance has grown to about 50 people per meeting.

Consumer Feedback

At discharge from the inpatient unit, the "Client Writes" survey is distributed. All other consumers receive the survey once every six months for each service that they use. Surveys are completed anonymously and returned on site. Management meetings review the consumer feedback and address the issues identified in the consumer surveys. Due to consumer feedback that they were not involved enough in treatment planning, a client self-rating form was developed to engage clients in evaluating their progress on each treatment goal and determining what goals to pursue.

Treatment Teams

Group home teams are comprised of the Community Assistance worker and all house staff. All staff in the partial hospitalization program constitute a team and meet twice a week to discuss problems. Annual treatment planning and 60 day reviews of all clients are completed at staffing conducted by Southlake's psychiatrists.

**Southwestern Indiana
Mental Health Center
415 Mulberry Street
Evansville, IN 47713
812-423-7791
CEO John Browning**

Distinguishing Services

Southwestern offers traditional outpatient services including individual and group counseling, day treatment, group homes and the alternative families for adults program. Community Support Services provides treatment for those with serious and persistent mental illness. Southwestern uses the medical model to diagnose and determine treatment and uses the psychosocial rehabilitation approach in structuring its day treatment program. The day treatment program provides 6 hours of treatment activities 5 days a week for those with serious and persistent mental illness. A variety of activities are offered, including some social activities in the community, and opportunities to do volunteer work in community settings, such as the Humane Society. Case managers are responsible for coordinating services so that patients with serious and persistent mental illness can function in the community. No clubhouse program is offered.

Supported Employment Program

Through a contract with VR, Southwestern's employment specialists assist patients to be placed in community jobs and offer follow along support after placement. Southwestern also has a Job Club that has provided work for 20 years. The Job Club contracts with outside organizations to perform work projects, such as stuffing envelopes. Patients are paid for the work that they perform. Patients involved in the Job Club are those who are not able to be involved in the supported employment program.

Non-Affiliated Psychiatrist

Services are only available to those persons who are under the care of a psychiatrist who is affiliated with Southwestern.

Serious Mental Illness and Addictions

A weekly MICA group is conducted within the day treatment program for patients who have both a serious mental illness and an addiction. The MICA group is co-facilitated by an addictions staff person.

Services for Families of Consumers

If Southwestern staff make home visits, the family can be included. Southwestern reports that families are encouraged to participate in the intake and assessment of the patient so that the impact of their loved one's SMI can be understood.

Family Group is not led by Southwestern staff, but space is provided for NAMI to meet twice a month in Southwestern's building.

Consumer Feedback

Once a year brief satisfaction surveys are distributed to patients through the program(s) in which they participated. Results from this survey are reviewed by the Associate Director of Community Support. Feedback is also collected from a sample of new patients through a survey that is distributed one month after treatment began. In response to patient feedback, staff now wear nametags and some social activities were added for consumers.

Treatment Teams

Southwestern uses multidisciplinary teams that support the case manager, who is the primary person assigned to provide services to patients with severe and persistent mental illness. There are three teams, and the psychiatrist meets with each team once a week to staff cases. Treatment is individualized and provided most often in the patient's home.

Swanson Center
450 St. John Road – Suite 501
Michigan City, IN 46360
219-879-4621
CEO Jane Strzelecki

Distinguishing Services

Swanson seeks to be where the client is which mostly means delivering services in the community. Case management helps consumers learn the skills needed to manage daily activities, as well as build social skills and develop skills to manage money. Case management also coordinates services and provides transportation to medical appointments. A consumer-run social club is offered in Michigan City, and a weekly activity group for older adults is offered in LaPorte.

Swanson also offers group homes, cluster apartments, semi-independent living units, and non-relative family homes. Many of the consumers in the residential program also participate in the partial hospital program where they learn various skills, such as cooking and cleaning as well as have access to computers for use in job searching or resume preparation.

Supported Employment Program

Through funding from Vocational Rehabilitation, the Swanson Center offers employment services that assist clients to obtain job training and job placement.

Non-Affiliated Psychiatrist

Consumers under the care of a psychiatrist that is not affiliated with the Swanson Center can receive any services that are offered. Staff seek to work closely with the outside psychiatrist.

Serious Mental Illness and Addictions

Swanson offers a weekly group for consumers with both a serious mental illness and an addiction. The group meets for two hours and uses a structured educational approach.

Services for Families of Consumers

Swanson reports that younger clients usually have some family involved during the initial intake, but this is rare for older clients. Residential services encourages families to be involved.

Family Group meets quarterly and staff provide information at these meetings, such as how to communicate with the consumer.

Consumer Group – Swanson sponsors a Key Consumer group that meets twice a month.

Consumer Feedback

Consumers are given the Berry survey each quarter and asked to complete it. Survey data are reviewed by the CEO and the Quality Improvement staff group, and they use the feedback to make program improvements. Last year, consumer feedback seeking more involvement in making the treatment plan led Swanson to begin a practice of having staff document consumer involvement and having consumers sign their treatment plan.

Consumer Grievance Committee meets monthly with the directors of rehabilitation and residential services to address client concerns.

Treatment Teams

Staff from rehabilitation services, case management, and the director of community support services meet with the psychiatrist to staff cases once a week. Swanson views their teamwork across program areas as a strength.

Tri-City Community Mental Health Center
3903 Indianapolis Boulevard
East Chicago, IN 46312
219-398-7050
CEO Robert Krumwied

Distinguishing Services

Tri-City provides an array of outpatient services for those with serious mental illness, including individual, family, and group counseling. For those with serious and persistent mental illness, a partial hospitalization program provides day treatment 5 days per week for 6 hours a day. An array of residential services provide the supervision and housing needed to maintain consumers in the community. All group homes provide continuous staffing and apartment units have staff on duty part of the time to ensure that consumers maintain their medications and manage their daily activities. Case managers coordinate services and provide support for consumers who receive residential services as well as those who live independently in the community.

Supported Employment Program

Through a contract with Vocational Rehabilitation, Tri-City offers supported employment to consumers. Job coaches work with community employers to develop jobs for consumers and provide support and guidance to consumers after they are placed in jobs. Employment counselors provide information about the employment services to consumers in the day treatment program. Job Club meets monthly and offers activities, such as practice interviews, to help develop the consumers' work skills.

Non-Affiliated Psychiatrist

Consumers who are being treated by a psychiatrist that is not affiliated with Tri City may still receive mental health services from Tri City. If the consumer is living in a group home, then the Tri City psychiatrist must be the primary psychiatrist.

Serious Mental Illness and Addictions

For consumers with both a serious mental illness and an addiction, the partial hospitalization program provides 6 hours of weekly services that treat both conditions simultaneously. A group home provides supervised living for consumers with both diagnoses who cannot live independently in the community.

Services for Families of Consumers

As part of the consumer's treatment, the psychiatrist and therapist provide education to families about mental illness and the medications used to treat the illness. Tri City reports that families are involved as much as they want to be in the treatment process. They also report that some consumers with serious and persistent mental illness have no family.

Family Night is offered quarterly by the Partial Hospitalization Program. The supervisor of the PHP coordinates the family night programs.

Consumer Feedback

The "Client Writes" consumer satisfaction survey is distributed twice a year to clients who are receiving services. Results from the Client Writes survey are reviewed by the program directors, executive staff, and the Program and Community Relations Committee of the Board of Directors. As the result of feedback from clients, Tri City now provides regular reports on individual savings accounts to those clients for whom Tri City is the designated payee for their disability payments.

Treatment Teams

Staff in the Partial Hospitalization Program meet daily to discuss problems and plan treatment. The psychiatrist leads a weekly case staffing with the PHP staff in which treatment plans are reviewed.

Wabash Valley Hospital
2900 North River Road
West Lafayette IN 47906
765-463-2555
CEO Craig Lysinger

Distinguishing Services

Wabash Valley Hospital provides a Community Support Program that includes a clubhouse that provides structured group treatment in a work-like setting to help clients learn to cope with symptoms of mental illness. CSP also offers a day treatment program that provides several hours of group therapy several days a week to prevent hospitalization or support transition from the hospital into the community. WVH provides group homes and supervised apartments to prepare CSP consumers for greater independence. Case management services are offered to CSP consumers needing significant assistance in obtaining treatment and community services and developing basic skills to be able to live independently. WVH case managers spend 90% of their time working with consumers in the community. The number of case managers has grown to 27 due to expansion into rural areas. Wabash Valley is one of the few providers that offers its own inpatient hospital care. Counseling, case management and day treatment services are provided on-site to residents of the Tippecanoe County Home who have SMI.

Supported Employment Program

Valley Enterprises provides employment services, such as job placement and coaching, through a contract with Vocational Rehabilitation Services. WVH is one of only a few providers that created a follow along case manager position to obtain and coordinate the documentation needed by VRS, which expedites the determination of consumer eligibility for vocational services. Consumers participate in a pre-employment group while VRS is processing their application for vocational services. The Clubhouse Program also has a work-oriented focus and provides consumers with preparatory work experience in food service, maintenance, clerical, and thrift shop.

Non-Affiliated Psychiatrist

Consumers who are under the care of a psychiatrist who is not affiliated with Wabash Valley may receive any services that Wabash Valley offers.

Serious Mental Illness and Addictions

Consumers with SMI are assessed for addiction. Treatment focuses on the primary diagnosis and treats the most serious need first, i.e. psychotic symptoms or detox. If a consumer with SMI as the primary diagnosis needs treatment for substance abuse, he or she may be referred to the Wabash Valley addictions program for treatment.

Services for Families of Consumers

The WVH admission packet for the Community Support Program includes a “family involvement form” to obtain the consumer’s preferences about involving their family in treatment. Family involvement is encouraged but is at the discretion of the consumer and is “not the norm” for older consumers. The Performance Improvement Team for the Clubhouse program has focused on increasing family involvement.

The WVH Community Support Program offers education to individual families. WVH worked with the Lafayette public library to establish a “Family Resource Center” that provides resource materials on mental illness.

Family Group on the WVH inpatient unit is led by WVH staff and meets weekly to discuss topics of concern to families. Families are also referred to the NAMI support group and their “Journey of Hope” educational series for families.

Consumer Feedback

At discharge from the inpatient unit, each person completes the hospital’s survey of patient satisfaction or the Mental Health Corporation of America’s satisfaction survey. Outpatients and CSP consumers are randomly sampled and receive a mailed MHCA survey to complete. Consumer feedback is widely shared among staff and is reviewed by the Quality Improvement Committee, which uses it in their annual planning process. Excerpts of the findings from the MHCA survey are also published in the “QI Quickies” which is distributed to consumers and staff.

Treatment Teams

Case managers are organized into teams that use a modified assertive case management approach to reach out to consumers to maintain them in the community.

